

Procedure: <i>Client Assessment</i>	
Issue Date: May 5, 2000	Standard ID: <i>S-QA-050</i>
Supersedes: April 4, 2000	Rev/Change 2.0

1. Purpose: To collect data from customer for use in determination of customer satisfaction.

2. Creating Procedures:

P-QA-080 - Client Assessments

3. Contents:

A checklist of performance items that are rated by the Government Program Manager during the interview. Also includes an overall rating of performance.

4. Format:

Following Page

5. Notes:

Additional pages may be used for additional information relayed during the interview process.

CLIENT ASSESSMENT OF CONTRACTOR'S PERFORMANCE		
Date: Contractor Prog./Proj. Mgr.: Government Contract:		Contract Number: Prog./Proj. Title: Assessment Completed By:
Performance Item	Rating	Comments
*E – Excellent VG = Very Good G = Good S = Satisfactory U = Unsatisfactory		
1. Technical Quality of Work		
2. Staff Quality (do we have the Right people on the task?)		
3. Communications and Responsiveness to Needs		
4. Innovative Approach		
5. Deliverable Timeliness		
6. Cost Effectiveness/Value		
7. Schedule Control/Reporting		
8. Administrative Support		
9. Project Management		
10. What particularly noteworthy interactions have you experienced with the contractor?		
11. Is there any attribute of the contractor's performance that could be improved?		
12. How would you rate the contractor's performance on a scale of 1-10 (with 10 being the most positive rating)?_____		